Noble® Client Services

Best in Class Support, Training, and Consulting

When you invest in a Noble Systems solution, you are not just buying the leading call automation products. You get a total contact center management solution, customized to meet your goals and business needs. Noble Systems' value proposition includes a highly attentive client-centric network of service professionals to ensure that you realize the maximum benefits from your installation. Noble's Client Services organization offers Technical, Educational and Consulting Services for the life of your investment, from the initial pre-sales consultation to ongoing account management and customer support – all designed to help you optimize your contact center technology and business operations.

Noble® CARE

One of the most significant elements of Noble Systems' turnkey operation is our superior Hardware & Software Support offer. Noble understands the importance of providing an integrated source of attentive and effective support and offers full service support and maintenance options that are renewable on an annual basis. The in-house *Noble CARE* Support Team provides expertise in the operations and troubleshooting of our products and other call center components. Clients with active support agreements have direct access to our knowledgeable engineers, with the comfort of around-the-clock services. You can depend on us for responsive technical support.

Noble® UNIVERSITY

Noble UNIVERSITY offers educational programs that are designed to help you get the most out of your investment in our technology. Our training packages are tailored to your needs, allowing you to select from a number of courses that will help enhance Noble's ease-of-use features and integration with the existing operating environment. Classes are taught by our in-house team of Trainers, who work with our product every day, and not by a third-party provider. From initial System Management training to advanced courses, our curriculums are focused on helping our users become self-sufficient to manage their Noble solution internally and to meet their contact center goals.

Noble® PRO

While every contact center is unique, common opportunities and challenges run through each organization. With over 20 years of organizational experience in the industry, Noble Systems understands the day-to-day operations, and the complexities of matching technologies, people, and processes with the long-term goals of contact centers. Built upon the knowledge and expertise we have gained from working with a diverse set of industries and applications, our *Noble PRO* services are tailored to the needs of contact center environments. Our focus is to distinguish each client's individual business needs and then share our know-how and resources to help them capitalize on new business opportunities and improve the performance of their customer contact operations.

- Best-in-Class Services from a Global Contact Center Industry Provider

- Trusted, Proven Expertise for Your Noble Contact Center Platform

- Leverage Our Know-How & Resources to Transform Your Business

" Noble Systems' professionals take the time to learn and understand our business in order to deliver solutions and services that meet our specific needs, working as a business partner to help us achieve our goals. "

NOBLE SYSTEMS

CUSTOMER CONTACT TECHNOLOGIES

9.2015